NITC
Service Catalog

Version 1.1

NATIONAL INFORMATION TECHNOLOGY CENTER

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About NITC

The National Information Technology Center (NITC) is an organization of the United States Department of Agriculture (USDA) Office of the Chief Information Officer (OCIO) with a mission to **"*provide secure, reliable, and cost effective IT solutions to achieve effective mission performance and program delivery for our valued customers"*.**

The NITC is responsible for the operation and management of USDA Enterprise Data Centers in Kansas City, Missouri and Saint Louis, Missouri as well as a facility in Beltsville, Maryland for development, test, and disaster recovery purposes. The NITC-managed Enterprise Data Centers provide enterprise-class computer operating environments that enable optimal availability for mission-critical systems and applications that utilize "green" industry best practices as much as possible to improve energy efficiency and reduce greenhouse gas emissions. NITC also manages a Software Development Center of Excellence in Fort Collins, Colorado to provide a full complement of Enterprise Information Technology solutions and services to support the missions of agencies and offices both internal and external of USDA.

The NITC Enterprise Solutions are developed utilizing government and industry standards and best practices. Our computing facilities utilize state-of-the-art and proven technologies to deliver optimal yet cost-effective solutions. NITC has a diverse and highly skilled staff of Information Technology professionals who are proficient in systems architecture and integration, infrastructure management and operation, application development and support, and disaster recovery. They work with customers to deliver secure and highly available solutions. The NITC secure IT infrastructure consists of virtualized mainframe and midrange platforms as well as virtualized network and storage infrastructure.   The systems and applications managed by NITC are national in scope, mission critical, and essential for the operations of the United States government.

The NITC partners with customers to understand underlying business goals and technology requirements to ensure program and project success.
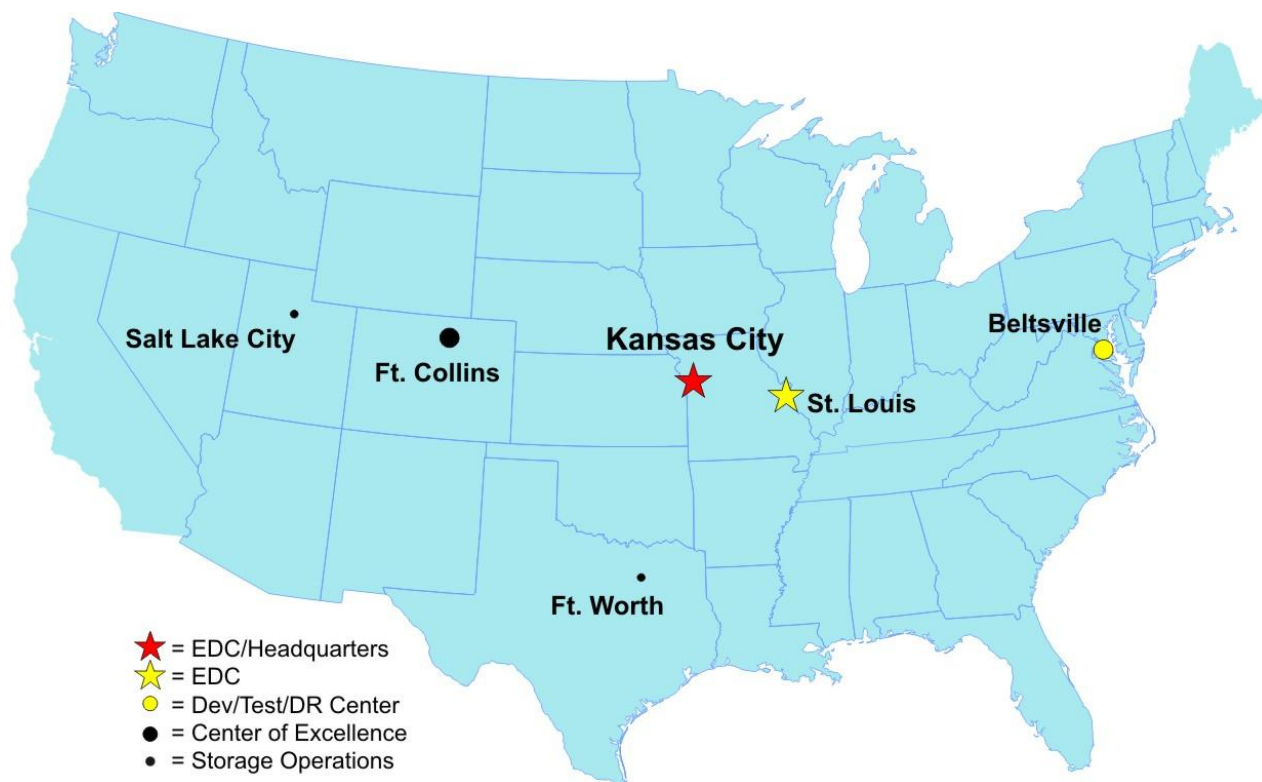
Service Desk

The NITC Service Desk is your single Point of Contact (POC) for managing incidents to resolution. The Service Desk facilitates the restoration of normal operational service to minimize business impact to the customer.

The Service Desk is available 24 hours a day, 7 days a week, and utilizes Information Technology Service Management (ITSM) best practices to record, route, and manage the timely response to all service requests.

The NITC Service Desk supports customers daily with:

- Incident management
- Problem management
- Information requests
- Service requests
- Password resets
- Account permissions
- Connectivity issues
- Remote access
- Lost equipment notification

The NITC Service Desk plays an integral part in all NITC services.

## When contacting the Service Desk for assistance:

- Be prepared to provide required information
    - Contact information
    - Relevant agency and system information
    - Information related to request
- Provide appropriate authorization for service requests
- Utilize optional email template

Contact Us at:

NITCServiceDesk@ocio.usda.gov
888-USE-NITC or 816-926-6660

About NITC
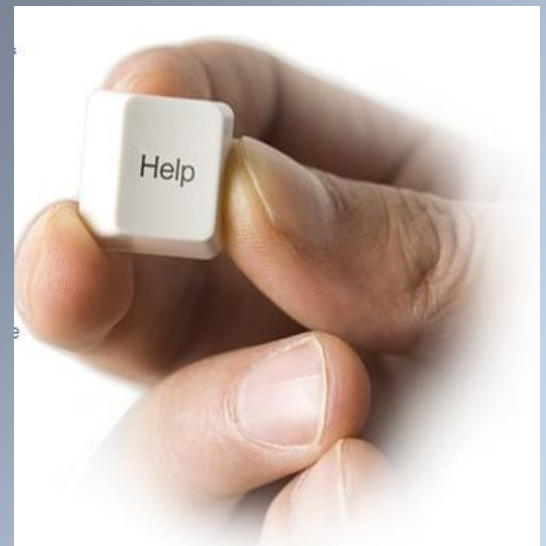
System and Network Control Center

The NITC System and Network Control Center (SNCC) monitors the performance and availability of NITC managed systems and networks 24 hours a day, 7 days a week.

The NITC System and Network Control Center performs:

- System and network monitoring
- 2nd Tier Systems Administration support
    - Mainframe Initial Program Loads (IPLs)
    - System Reboots
    - Hardware Resets
    - Hardware support
    - Software Support
- Production control functions
- Facility monitoring and management
    - Power and Environmental Equipment Support and Incident Resolution
    - Data Center Security and Access Control
- Tape management
    - Physical tape handling
    - Offsite tape rotation and retrieval
    - Coordination and deployment of media for disaster recovery
- Data component disposal
- 2nd Tier Incident and Problem Management support
- Certification of hardware/software changes

When contacting the System and Network Control Center:

- Be prepared to provide required information
    - Contact information
    - Relevant agency and system information
    - Information related to request
- Provide appropriate authorization for service requests
- Utilize optional email template

Contact Us at:

NITCServiceDesk@ocio.usda.gov
888-USE-NITC or 816-926-6660

The NITC System and Network Control Center performs 24 x 7 monitoring and operations services.

About NITC

Service Desk: 888-USE-NITC

IT Service Management

NITC performs IT Service Management (ITSM) functions based on Information Technology Infrastructure Library (ITIL) best practices to provide optimal service to our customers.

The NITC ITIL-based ITSM practices provide:

- Configuration Management Database (CMDB)
- Asset Management
- Configuration Management
- Release Management
- Change Management
- Incident Management
- Problem Management

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NITC performs IT Service Management based on ITIL Best Practices.
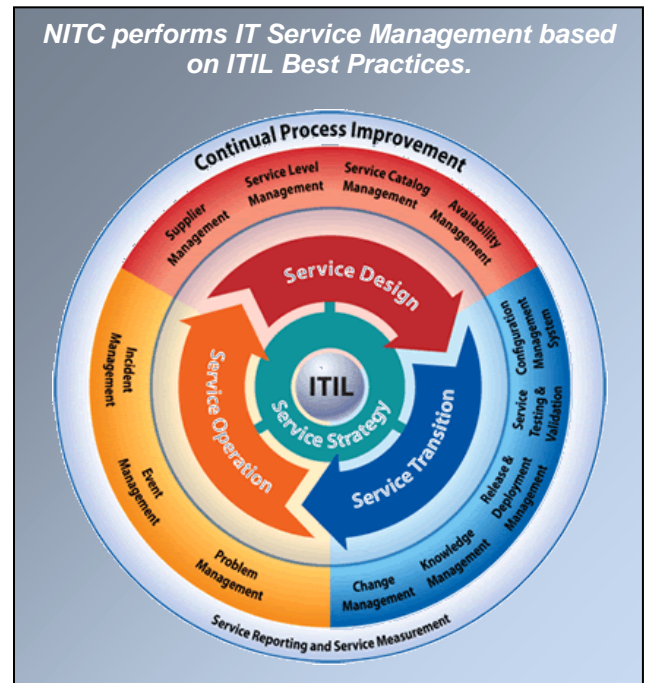
Business Services

Business Management Services

> *NITC Account Managers help translate individual business needs into technical requirements and help customers find their way to optimal service delivery.*

Service Description

Account Managers dramatically enhance the overall NITC customer experience by assisting with the translation of business application needs into technical hosting requirements and by providing an escalation point for customer services issues.

What is Included

- Ongoing customer relationship management
  - Develop an understanding of customer business functions
  - Identify customer business requirements
  - Assist with the definition of technical requirements
  - Represent NITC functional areas and the overall service delivery process
  - Provide an escalation point to customer service delivery issues
  - Ensure that key issues are escalated to NITC executive management
- Provide information about available NITC services and related costs

- Facilitate customer meetings regarding new projects with NITC functional areas
- Provide pricing estimates for new projects and changes to existing services
- Establish and maintain formal customer service agreements
  - Financial analysis to forecast usage and growth/retraction requirements
  - Monitor actual billing and make changes to agreements as necessary
- Monitors the overall Service Management lifecycle from establishment through retirement
- Provides information regarding planned changes to NITC services for strategic planning purposes
- Collects planned capacity and technical requirements and ensures information is included in NITC strategic planning and capacity forecasts

How We Charge

This key value-added service is included with other NITC services at no extra cost.

Cost Saving Tips

- Provide thorough business and technical requirements
- Utilize Technology Planning Services to architect the hosting solution and identify all potential costs
- Utilize NITC Project Management Services to ensure timely project delivery
- Utilize Disaster Recovery Services to plan and coordinate DR testing
- Minimize changes during project delivery
- Avoid historical project cost estimation
- Keep Account Mangers informed of planning changes and capacity requirements

Business Services

Procurement Services

Procurement Services enhance the NITC customer experience and provide additional savings through consolidation of buying power.

How We Charge

This value-added service is offered to NITC Managed Hosting customers for no additional cost. Actual acquisition costs are passed on to customers via reimbursable agreements.

Cost Saving Tips

- Utilize available Blanket Purchase Agreements (BPAs) and other existing contracts
- Provide documented acquisition requirements
- Avoid emergency and expedited procurements

Additional Information

- USDA customers must provide an approved Acquisition Approval Request (AAR) and other supporting information.

Service Description

NITC Procurement Services enhance the customer experience by providing centralized support for key contract negotiations. This valued added service can optionally be utilized to acquire necessary equipment, software, and services to provide a total customer solution.

What is Included

- Acquisition consultation and assistance
- Cost Savings through economies of scale
- Acquisition support for funded procurements
    - Equipment
    - Software
    - Services
    - Maintenance
- Acquisition Life Cycle Management
    - Requirements Definition
    - Request for Proposal (RFP) development support
    - Technical and Business proposal evaluation
    - Contract Management
- Vendor management

Business Services

Gartner™ Licensing

NITC can provide access to valuable Information Technology industry analysts and research.

Service Description

Upon request, NITC will work with the customer to purchase subscription services to access Gartner™ research materials and analysts through a consolidated contract.

What is Included

- Procurement of a Gartner subscription service to gain access to:
  - Gartner technical analysis and research
  - Gartner events information
  - Gartner consulting and specialized services
  - IT metrics for performance comparisons
- Vendor management and service support
- Contract and agreement management

How We Charge

This value-added service is provided to NITC customers for no additional cost. Actual subscription and service costs are passed on to the customer via reimbursable agreements.

This service is only available to USDA customers.

- Available Gartner subscription services include:
  - Core Reference Seats
  - Core Advisor Seats
  - Gartner for IT Leaders
  - CIO
  - EXP Signature
  - CIO Essentials

Cost Saving Tips

NITC customers can maximize their investment in Gartner services by combining their requirements with those of many other customers to achieve maximum discount levels and price reductions.

Additional Information

- Specialized services are also available from Gartner to meet unique and varied customer requirements.

Software as a Service

Identity and Access Management Services
eAuthentication

NITC Identify & Access Management Services provides secure electronic identification for access to applications.

Service Description

The USDA eAuthentication Service provides centralized credentialing, authentication and authorization services for integrated web applications. This service supports assurance level 1 and assurance level 2 credentials, and provides internet and intranet applications with the ability to protect application resources. The eAuthentication Service currently supports physical identity proofing and will soon be able to provide that service online. The eAuthentication Service also complies with NIST and OMB standards for identity and access management.

What is Included

- Supports secure external access to integrated web sites
- Protects web server directories against unauthorized modification
- Single Sign-On (SSO) by providing a single-factor credential that can be used to navigate to any participating web application without the need to log in again
- Supports "coarse-grained" authorization based on profile attributes and application access roles
- Self registration for Assurance Level 1, and 2 applications. (Identity Proofing is required for Level 2)
- Identity Proofing services are supported by over 13,000 Local Registration Authorities in USDA offices across the U.S.

How We Charge

Agencies wishing to use eAuthentication login/password or authorization services pay an integration fee based on the complexity of the work.

A per seat cost will be charged for all eAuthentication users.

Service Level Metrics

Measure	Target SLA
System Monitoring	24 x 7
Incident Response	24 x 7
System Availability	99.99% excluding planned downtime*

* - NITC reserves the option to schedule routine infrastructure maintenance activities on Sundays between 1800 to 2400 hours Central Time.

NOTE: NITC utilizes the USDA Universal Telecommunication Network (UTN) for Wide Area Network services. The UTN is contractually guaranteed to be 99.9% available but has historically delivered 99.997% availability.

Cost Saving Tips

- Use of a centralized credentialing and authentication system like USDA eAuthentication provides considerable resource and infrastructure cost savings
- Utilize a centralized login/password system like eAuthentication to increase worker productivity

Additional Information

For general eAuthentication information:
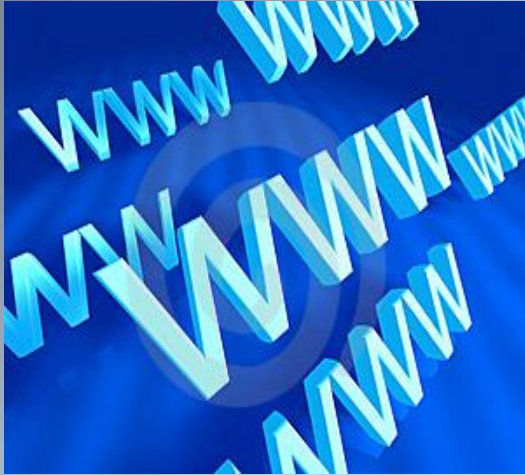http://www.eauth.egov.usda.gov/index.html

For eAuthentication integration information:
https://eauthsvcs.sc.egov.usda.gov/eiss/screens/index.aspx

For LincPass general information:
http://hspd12.usda.gov/PIVCardIssuanceReport.html

Software as a Service

Web Server

> *We provide a full service Web Server solution for static web applications.*

Service Description

NITC provides an enterprise-class web server solution that meets agency requirements for light-weight web applications that require very little dynamic data. This offering includes simple scripting capable of supporting light-weight database updates and data retrieval.

What is Included

- IBM HTTP™ or Apache™ Web server
    - Optional eAuthentication protection
    - Multi-node, Highly-Available (HA) architecture Development, HA Staging, and HA Production environments
- MySQL database
- Perl, PHP, SSJS, JSP, Python, Ruby, AJAX, VBScript

How We Charge

Hosting charges are based on the following factors:

- Number of Java Virtual Machines
- Storage utilization
- Database requirements
- Optional eAuthentication integration

Service Level Metrics

Measure	Target SLA
System Monitoring	24 x 7
Incident Response	24 x 7
System Availability	99.99% excluding planned downtime*
Website Metrics	Weekly log delivery

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NOTE: NITC utilizes the USDA Universal Telecommunication Network (UTN) for Wide Area Network services. The UTN is contractually guaranteed to be 99.9% available but has historically delivered 99.997% availability.

Cost Saving Tips

- Engage NITC early in the scoping phase of a new project to identify all business and technical requirements
- Forecast response time and load expectations
- Utilize other NITC Software as a Service offerings to minimize application integrations efforts and reduce costs through economies of scale

Software as a Service

Web Application Server

We provide a full service Web Application Server environment for application hosting.

Service Description

NITC provides an enterprise-class web application server environment for robust, fault-tolerant web application hosting.

What is Included

- IBM Websphere Application Server™ (WAS) solution
  - Optional eAuthentication protection
  - Multi-node, Highly-Available (HA) architecture Development, HA Staging, and HA Production environments
- Java 2 Platform, Enterprise edition (J2EE)
  - JDK, EJB, Servlet, JSP, JMS, JDBC, JAX-RPC, SAAJ, Web Services for J2EE, JAXR, Java Authorization Contract for Containers, J2EE Management, J2EE Deployment, and J2EE Connectors
- Web services standards
  - WS-I compliance, WSS 1.0, WS-Transaction (Atomic Transactions), UDDI v3
- Extending support for the on demand operating environment
  - Programming Model Extensions
  - Enhanced autonomic/grid support
    - o   OGSA standards support
  - WebSphere Platform Messaging
  - Ease of Use
    - o WebSphere Rapid Deployment, JSF, SDO, Unified Clustering

How We Charge

Hosting charges are based on the following factors:

- Number of Java Virtual Machines
- Storage utilization
- Optional eAuthentication integration
- Database requirements

Service Level Metrics

Measure	Target SLA
System Monitoring	24 x 7
Incident Response	24 x 7
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Website Metrics	Weekly log delivery

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Software as a Service

Web Portal

NITC provides a full service Web Portal solution for integrated web applications and content.

Service Description

NITC provides an enterprise-class portal solution for web application hosting that allows aggregation of applications and content for delivery as a single, role-based application.
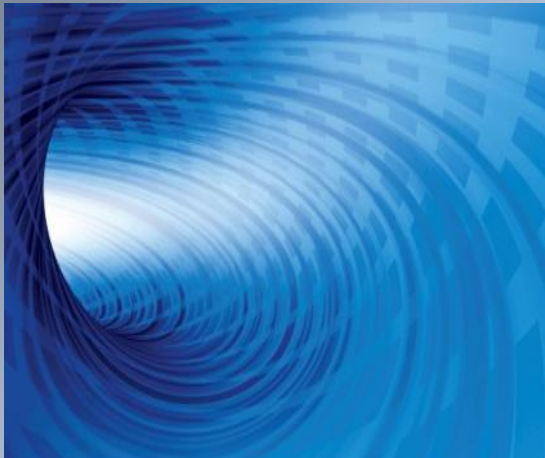.

What is Included

- IBM Websphere Portal™ solution
  - Optional eAuthentication protection
  - Multi-node, Highly-Available (HA) architecture Development, HA Staging, and HA Production environments
- Service-oriented archtiecture
- Simplified portlet creator
- Workflow support
- Interactive forms
- User Interface enhancements
- Composite applications and templates
- Personalization
- WebSphere Portal Server (WPS) programming model

How We Charge

Hosting charges are based on the following factors:

- Number of Java Virtual Machines
- Storage utilization
- Optional eAuthentication integration
- Database requirements

Service Level Metrics

Measure	Target SLA
System Monitoring	24 x 7
Incident Response	24 x 7
System Availability	99.99% excluding planned downtime*
Website Metrics	Weekly log delivery

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Cost Saving Tips

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- Forecast response time and load expectations
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Software as a Service

Web Content Management

NITC provides a full service Web Content Management solution.

Service Description

The NITC Web Content Management solution enables all authorized users within an organization to create, capture, store, manage, publish, view, search, archive all types of documents, and provides the ability to support the entire content management lifecycle.

Contributors are granted the ability to publish content directly, without web masters intervention, vastly increasing the speed of making information available on the web.

What is Included

- Oracle Enterprise Content Management Suite™
    - eAuthentication protection
    - Multi-node, highly available (HA) architecture
    - Development, Staging(HA), and Production(HA) environments
    - On Demand Publishing (ODP) Component
    - Content Integration Suite (CIS)
    - Web Services Description Language (WDSL) Simple Object Access Protocol (SOAP) Component
    - Custom Components can be added on request

How We Charge

Hosting charges are based on the following factors:

- Actual number of instances
- Actual storage utilization
- Initial integration services

Service Level Metrics

Measure	Target SLA
System Monitoring	24 x 7
Incident Response	24 x 7
System Availability	99.99% excluding planned downtime*
Website Metrics	Weekly log delivery

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Cost Saving Tips

- Engage NITC early in the scoping phase of a new project to identify all business and technical requirements
- Forecast response time and load expectations
- Utilize other NITC Software as a Service offerings to minimize application integrations efforts and reduce costs through economies of scale

Software as a Service

Site Studio™

NITC provides a Site Studio solution for creating web applications.

Service Description

Site Studio™ is a powerful, flexible web development program that offers a comprehensive approach to designing, building, and maintaining enterprise-scale web sites. It goes beyond conventional HTML and script editors by offering integrated web site creation and content management.

What is Included

- Oracle Enterprise Content Management Suite™
    - eAuthentication protection
    - Multi-node, highly available architecture Development, Highly-Available (HA) Staging, and HA Production environments
    - On Demand Publishing (ODP) Component
    - Content Integration Suite (CIS)
    - Web Services Description Language (WSDL) Simple Object Access Protocol (SOAP) Component
    - Custom Components can be added on request
- Oracle Site Studio™
    - eAuthentication protection
    - Multi-node, Highly-Available (HA) architecture
    - Development, HA Staging, and HA Production environments
    - Site Studio Contributor
    - Site Studio Designer

How We Charge

Hosting charges are based on the following factors:

- Actual number of blogging instances
- Actual storage utilization
- Optional eAuthentication integration costs

Service Level Metrics

Measure	Target SLA
System Monitoring	24 x 7
Incident Response	24 x 7
System Availability	99.99% excluding planned downtime*
Website Metrics	Upon Request

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Cost Saving Tips

- Engage NITC early in the scoping phase of a new project to identify all business and technical requirements
- Forecast response time and load expectations
- Utilize other NITC Software as a Service offerings to minimize application integrations efforts and reduce costs through economies of scale

Additional Information

Software as a Service

Document Management

NITC provides a full service Document Management solution.

Service Description

The NITC document management solution allows organizations to effectively and efficiently capture, secure, share and distribute digital and paper-based documents. The solution includes a workflow process to mirror the review of information and supports process automation for document creation, review, and revision.

What is Included

- Oracle Enterprise Content Management Suite™
  - Optional eAuthentication protection
  - Multi-node, Highly-Available (HA) architecture
  - Development, HA Staging, and HA Production environments
  - Workflow process capability
  - Content Integration Suite (CIS)
  - WDSL SOAP Component
  - Custom Components can be added on request

How We Charge

Hosting charges are based on the following factors:

- Actual number of instances
- Actual storage utilization
- Initial integration services
- Additional integration fees if adaptors are required for content management (SharePoint, File Share, and etc.)
- Optional eAuthentication integration

Service Level Metrics

Measure	Target SLA
System Monitoring	24 x 7
Incident Response	24 x 7
System Availability	99.99% excluding planned downtime*
Website Metrics	Weekly log delivery

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Cost Saving Tips

- Engage NITC early in the scoping phase of a new project to identify all business and technical requirements
- Forecast response time and load expectations
- Utilize other NITC Software as a Service offerings to minimize application integrations efforts and reduce costs through economies of scale

Software as a Service

Records Management

NITC provides a full service Records Management solution.

Service Description

The NITC Records Management solution enables organizations to apply their records management policies and procedures for data in remote repositories such as file systems, content management systems, and email archives.

This system provides DOD 5015.2 Chapter 2 and Chapter 4 certified electronic records management.

What is Included

- Oracle Enterprise Content Management Suite™
  - Optional eAuthentication protection
  - Multi-node, Highly-Available (HA) architecture
  - Development, HA Staging, and HA Production environments
  - Independent content server for customer Records Management project tied with departmental master policy records management server for file plan compliancy
  - Built in integration for Oracle Universal Records Management (URM) adapter
  - Additional adapters for various data/records repository

How We Charge

Hosting charges are based on the following factors:

- Actual number of instances
- Actual storage utilization
- Initial integration services
- Additional integration fees if adaptors are required for content management (SharePoint, File Share, and etc.)
- Optional eAuthentication integration

Service Level Metrics

Measure	Target SLA
System Monitoring	24 x 7
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Website Metrics	Weekly log delivery

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Cost Saving Tips

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Software as a Service

Geospatial

NITC provides a Geospatial interface for web application mapping features.

Service Description

The Geospatial interface is a mash-up type application which utilizes a 3rd-party mapping service and a custom Application Programming Interface (API) to create an integrated mapping service. Map data points and associated information are set via an integrated database, which also provides a method of marking maps with useful information.

What is Included

- Google Maps Premier API™
    - Multi-node, highly available architecture
    - Production and non-Production environment
    - eAuthentication integration available
    - The Google Maps Premier API lets you embed Google Maps in web pages via JavaScript. The API provides a number of utilities for manipulating maps and adding content to the map through a variety of services, allowing you to create robust map applications on a website
    - The ability to integrate maps with secure content through delivery over https

How We Charge

Hosting charges are based on the following factors:

- Actual service utilization (number of page views)
- Actual storage utilization
- Associated eAuthentication integration costs

Service Level Metrics

Measure	Target SLA
System Monitoring	24 x 7
Incident Response	24 x 7
System Availability	99.99% excluding planned downtime*
Website Metrics	Weekly log delivery

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Cost Saving Tips

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- Forecast response time and load expectations
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Software as a Service

Blogging

NITC provides a full service Blogging software solution.

Service Description

NITC offers a full service Blogging software service that can provide enhanced internal and external communication among management, operational and business staff, and the public. When this service is integrated into a web application, posted information is shared in a chronological fashion that delivers a high level of feedback and end-user interaction.

What is Included

- Apache Roller Weblog™ or Wordpress MU™ software
- Apache Roller Weblog
  - Multi-node, highly available architecture
  - Production and non-Production environment
  - USDA eAuthentication protection available
  - Customizable "theme" packs, including standard USDA templates
  - User Accounts for site administration / content authoring
- Wordpress MU™
  - Multi-node highly available solution
  - Production and non-Production environment
  - Optional "add-ons" to add additional functionality to blogs
  - Customizable CSS-based themes
  - RSS Feeds

How We Charge

Hosting charges are based on the following factors:

- Actual number of blogging instances
- Actual storage utilization
- Optional eAuthentication integration costs

Service Level Metrics

Measure	Target SLA
System Monitoring	24 x 7
Incident Response	24 x 7
System Availability	99.99% excluding planned downtime*
Website Metrics	Weekly log delivery

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Cost Saving Tips

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- Forecast response time and load expectations
- Utilize other NITC Software as a Service offerings to minimize application integrations efforts and reduce costs through economies of scale

Software as a Service

IdeaJam™

NITC offers a full service software solution that provides a place where people can share their ideas.

Service Description

IdeaJam™ is a cutting edge software tool, that provides a place where people can post and share their ideas, and gauge the marketability, popularity and viability with input from others.

When an idea gets posted, others can help promote or demote the idea and provide comments. Popular ideas will rise to the top of the site based on votes.

What is Included

- Integrated IdeaJam™ Solution
  - Multi-node, highly available architecture
  - Production and non-Production environment
  - eAuthentication integration available
  - Lotus Domino Server™
  - Integration with USDA eAuthentication single sign on protection

How We Charge

Hosting charges are based on the following factors:

- Actual number of Idea Jam instances
- Initial design, setup, and customization
- Actual storage utilization
- Optional eAuthentication integration costs

Service Level Metrics

Measure	Target SLA
System Monitoring	24 x 7
Incident Response	24 x 7
System Availability	99.99% excluding planned downtime*
Website Metrics	Weekly log delivery

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Cost Saving Tips

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Software as a Service

Web Search

NITC provides customizable enterprise search capabilities for web applications.
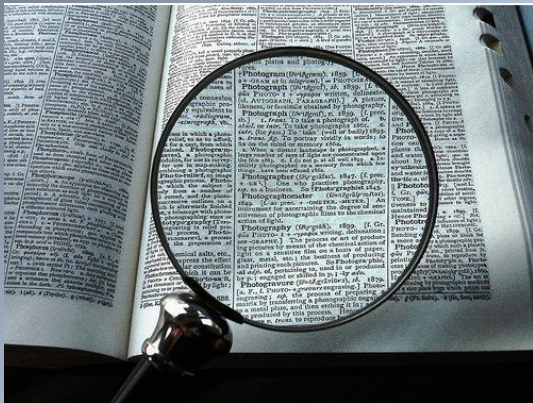
Service Description

The NITC Enterprise Search offering provides customizable, web search-engine functionality for web applications. The solution can be configured to search collections of web pages that are customized per application. These collections can include anything from the entire domain to a single web page. The search catalog offers services for public facing and protected sites using USDA's SSO (eAuthentication) system.

What is Included

- Best-in-class appliance-based search
- Cross-site, cross-agency, cross-department search capability
- Customizable search based on website logical design
- Customizable search result output
- File system, Web repository, Database, Feed, Connector, OneBox module-based crawl ability
- Secure site crawl-ability (eAuthentication)

How We Charge

Hosting charges are based on the following factors:

- Actual number of website URLs crawled
- Setup fee for highly customized integrations

Service Level Metrics

Measure	Target SLA
System Monitoring	24 x 7
Incident Response	24 x 7
System Availability	99.99% excluding planned downtime*
Website Metrics	Weekly log delivery

* - NITC reserves the option to schedule routine infrastructure maintenance activities on Sundays between 1800 to 2400 hours Central Time.

NOTE: NITC utilizes the USDA Universal Telecommunication Network (UTN) for Wide Area Network services. The UTN is contractually guaranteed to be 99.9% available but has historically delivered 99.997% availability.

Cost Saving Tips

- Engage NITC early in the scoping phase of a new project to identify all business and technical requirements
- Forecast response time and load expectations
- Utilize other NITC Software as a Service offerings to minimize application integrations efforts and reduce costs through economies of scale

Software as a Service

Web Accelerator

NITC can provide Web Accelerator service to further enhance web application performance and availability.

Service Description

NITC can provide 3rd party Web Accelerator service to further enhance web application performance and availability. Front end redundancy and geographically dispersed nodes for last loop efficiency are included.

Built upon Akamai's EdgeAdvantage™ platform, Akamai's EdgeSuite™ solution introduces intelligent content generation and comprehensive site delivery at the edge and provides E-businesses with the optimal solution for dynamic website availability, scalability and performance.

What is Included

- Akamai's global caching network
- Management Console to manage content
- Generation of content from the Edge
- NetStorage for online storage

How We Charge

Hosting charges are based on the following factors:

- Actual usage of licensed applications based on bandwidth consumption
- Initial integration fee

Service Level Metrics

Measure	Target SLA
System Monitoring	24 x 7
Incident Response	24 x 7
System Availability	99.99% excluding planned downtime*
Website Metrics	Weekly log delivery

* - NITC reserves the option to schedule routine infrastructure maintenance activities on Sundays between 1800 to 2400 hours Central Time.

NOTE: NITC utilizes the USDA Universal Telecommunication Network (UTN) for Wide Area Network services. The UTN is contractually guaranteed to be 99.9% available but has historically delivered 99.997% availability.

Cost Saving Tips

- Engage NITC early in the scoping phase of a new project to identify all business and technical requirements
- Forecast response time and load expectations
- Utilize other NITC Software as a Service offerings to minimize application integrations efforts and reduce costs through economies of scale

Software as a Service

Whole Disk Encryption

NITC can help secure keep your data secure.

How We Charge

Hosting charges are based on the number of protected devices.

This service is only available to USDA customers.

Service Level Metrics

Measure	Target SLA
System Monitoring	24 x 7
Incident Response	24 x 7
System Availability	99.99% excluding planned downtime*
Website Metrics	Weekly log delivery

* - NITC reserves the option to schedule routine infrastructure maintenance activities on Sundays between 1800 to 2400 hours Central Time.

NOTE: NITC utilizes the USDA Universal Telecommunication Network (UTN) for Wide Area Network services. The UTN is contractually guaranteed to be 99.9% available but has historically delivered 99.997% availability.

Service Description

This service protects data residing on end-point personal computers and media devices by encrypting the device (disk) or sensitive documents at the file or folder level.
.

What is Included

- FIPS 140-2 compliance solution
- Layered defense against malware, phishing attacks, and hackers
- Granular document-level access restriction capability such as the ability to read, print, screen capture, forward via e-mail, or revoke access entirely, regardless of where the document resides
- Full "data at rest" protection
- Mobile and removable media support
- Centralized encryption software administration
- Public-Key Cryptography Standards (PKCS) #11 USB Tokens and Smart Card integration
- Microsoft Active Directory integration

Cost Saving Tips

- Adhere to technology refresh best practices
- Adhere to hardware and software maintenance best practices

Additional Information

- NITC establishes policies and procedures for Whole Disk Encryption configuration using departmental policies and vendor input

Hosting Services

Platform as a Service - Mainframe

The NITC Mainframe Platform as a Service offering provides a fully managed platform for applications.

Service Description

The NITC Mainframe Platform as a Service includes a fully managed operating platform for mainframe-based applications. This fully-managed service includes systems engineering services, software tools, storage services, technology refresh, and disaster recovery.

What is Included

- Fully managed NITC Network Services and infrastructure
- Fully managed zOS™ and zVM (zLinux™) environments
- Third party software tools, utilities, and support
- System security administration and support
- Capacity planning and performance tuning
- 24x7 system and network monitoring and support
- Fully managed disk and tape storage services
- Fully managed Disaster Recovery of the operating platform
- Application data recovery support
- Customer certification testing support
- Job scheduling and related monitoring
- Standard database administration activities
- Systems engineering and consulting services
    - Install, configure, customize, and maintain the Operating System and system utilities
    - Research, coordinate, and apply OS maintenance
    - Management, analysis, and review of OS system audit logging
    - Troubleshoot and resolve OS-related problems
    - Disk and Tape storage administration
    - Perform system tuning within the limits of NITC configuration standards
- Related inheritable management controls

How We Charge

Hosting charges are based on actual usage measurements.

Price drivers:

- Operating Platform used [zOS™ or zVM (zLinux™)]
- Prime time and non-prime time CPU usage
- High, Normal, Medium, or Deferred Priority
- Amount of disk storage utilized
- Amount of tape storage utilized
- Additional charges may apply for
    - Specialized software
    - Database administration
    - Application support

Service Level Metrics

Measure	Target SLA
System Monitoring	24 x 7
Incident Response	24 x 7
System Availability	99.9% excluding planned downtime*

* - NITC reserves the option to schedule routine infrastructure maintenance activities on Sundays between 1800 to 2400 hours Central Time.

NOTE: NITC utilizes the USDA Universal Telecommunication Network (UTN) for Wide Area Network services. The UTN is contractually guaranteed to be 99.9% available but has historically delivered 99.997% availability.
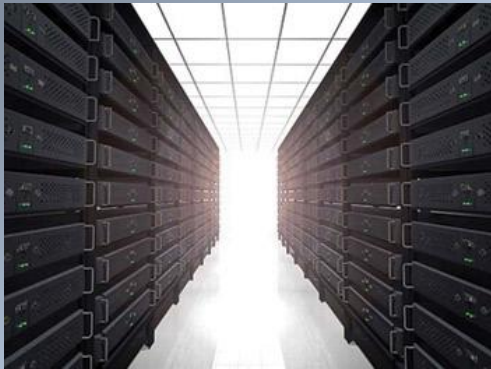
Cost Saving Tips

- Adhere to the scheduled maintenance window
- Provide at least 180 days notice for growth or retraction of processing requirements
- Communicate project processing requirements on a quarterly basis
- Participate in scheduled disaster recovery testing
- Archive data only when necessary
- Delete any unnecessary data
- Utilize standard tools and applications

Hosting Services

Platform as a Service – Midrange

We provide standard virtualized operation platforms to securely host customer applications.

Available Operating Platforms

Operating System	Platform		
	x86	Sparc	pSeries
Windows™	x		
Redhat™	x		
SUSE™	x		
Solaris™ *		x	
AIX™ *			x

*Available 4th quarter FY2010

How We Charge

Hosting charges are based on the number of virtual servers provided and storage utilized.

Price drivers:
- Amount of actual Backup/Archive data retained
- Amount of actual SAN/NAS disk storage utilized
- Additional charges may apply for optional Professional Services

Service Level Metrics

Measure	Target SLA
System Monitoring	24 x 7
Incident Response	24 x7
System Availability	99.99% excluding planned downtime*

* NITC reserves the option to schedule routine infrastructure maintenance activities on Sundays from 1800 to 2400 hours Central Time.

NOTE: NITC utilizes the USDA Universal Telecommunication Network (UTN) for Wide Area Network services. The UTN is contractually guaranteed to be 99.9% available but has historically delivered 99.997% availability.

Service Description

The NITC Platform as a Service (PaaS) for Midrange provides standard virtualized operating platforms to securely host customer applications. NITC exploits server virtualization technologies, strict standards, and economies of scale to enable rapid delivery of cost-effective, fully-managed operating platforms with expanded inheritable security controls.

What is Included

- Fully managed operating platform infrastructure
  - State-of-the-art server hardware
  - Standardized operating systems
  - SAN/NAS disk storage as required
  - Backup/Archive services as required
  - Highly available Network Services
  - Redundant server hardware
  - Period technology refresh
- Full platform administration services
  - Virtual server configuration
  - Virtual OS installation
  - Virtual OS upgrades and patching
  - Security hardening per NIST standards
  - Application software installation
  - User management and audit log review
  - Virus protection and vulnerability mitigation
  - Disaster recovery support
  - Incident and problem resolution
- Systems engineering based on application requirements
- Related inheritable management controls
- Optional Professional Services such as
  - Database Administration
  - Application Development/Administration

Cost Saving Tips

- Be prepared to provide key hosting requirements to expedite the planning process

Additional Information

- Customers must allow NITC to maintain/update the Operating System to ensure vendor supportability

Hosting Services

Managed Hosting

> *We manage your servers up through the Operating System while providing a secure operating environment.*

Service Description

NITC will manage customer-provided servers up through the Operating System (OS) in a secure operating environment including systems installation, engineering, administration, and support.

What is Included

- NITC enterprise class Facility Services
- Availability and utilization monitoring
- Customer notification of related incidents
- Physical equipment installation assistance
- Cabling services per Enterprise Data Center standards
- Optional customer asset disposal
- Full Operating Systems administration services
  - Limited systems engineering
  - OS installation and customization
  - OS upgrades and patching
  - Security hardening per NIST standards
  - Application software installation assistance
  - User management and audit log review
  - Virus protection and vulnerability mitigation
  - Disaster recovery support
  - Incident and problem resolution
- Optional SAN/NAS disk storage services
- Backup/Archive services with customizable retention
- Network Services
  - Local and Wide Area Networking
  - Network Security Services
- Related inheritable management controls
- Optional Professional Services such as:
  - Database Administration
  - Application Development/Administration
  - Technology Planning
  - Disaster Recovery Planning

Supported Operating Systems

Operating System	Server Platform		
	x86	Sparc	pSeries
VMWare ™	x		
Windows ™	x		
Redhat ™	x		
SUSE ™	x		
Solaris ™	x	x	
AIX ™			x

How We Charge

Hosting charges are based on the number of physical and virtual servers managed.

Price drivers:
- Amount of actual cabling and rack space required
- Amount of actual Backup/Archive data retained
- Additional charges may apply for
  - Optional SAN/NAS disk storage
  - Optional Professional Services

Service Level Metrics

Measure	Target SLA
System Monitoring	24 x 7
Incident Response	24 x 7
System Availability	Varies by customer environment

NOTE: NITC utilizes the USDA Universal Telecommunication Network (UTN) for Wide Area Network services. The UTN is contractually guaranteed to be 99.9% available but has historically delivered 99.997% availability.

Cost Saving Tips

- Utilize NITC Network Services
- Utilize NITC Storage Services
- Utilize server virtualization to reduce hosting costs

Additional Information

- Customers are required to adhere to NITC Enterprise Data Center power, racking and cabling standards.
- Customers are required to adhere to NITC Network vulnerability mitigation policy
- Customers must allow NITC to maintain/update the Operating System to ensure vendor supportability

Hosting Services

Collocation Hosting

We provide secure floor space in an enterprise–class datacenter for collocated servers and equipment.
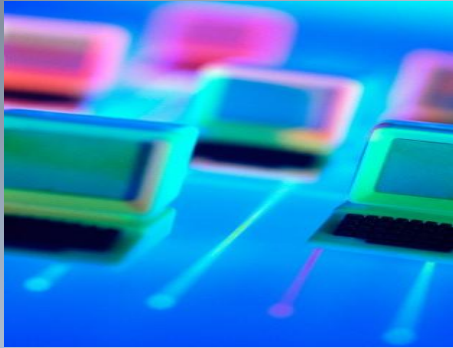
Service Description

NITC will provide a secure enterprise-class computing facility for the physical hosting of customer managed servers and equipment.

What is Included

- NITC enterprise class Facility Services
  - Redundant Power
  - Redundant Cooling
  - Fire Protection
- Physical monitoring of customer equipment
- Physical system resets upon customer request
- Customer notification of facility related incidents
- Physical equipment installation assistance
- Cabling services per EDC standards
- Optional customer asset disposal
- Optional computer storage services
  - SAN/NAS disk storage services
  - Backup/Archive services
- Physical security monitoring
- Related inheritable management controls
- Network Services
  - Local and Wide Area Networking
  - Network Security Services

How We Charge

Hosting charges are based on the number of servers and peripherals collocated. Peripheral hosting charges vary depending on the size of the hosted peripheral.

Price drivers:
- Amount of actual cabling required
- Amount of actual rack space required
- Additional charges may apply for
  - Optional SAN/NAS disk storage
  - Optional Backup/Archive services

Service Level Metrics

Measure	Target SLA
Physical Monitoring	24 x 7
Physical Response	24 x 7
System Availability	Customer Responsibility

NOTE: NITC utilizes the USDA Universal Telecommunication Network (UTN) for Wide Area Network services. The UTN is contractually guaranteed to be 99.9% available but has historically delivered 99.997% availability.

Cost Saving Tips

- Utilize NITC Network Services
- Utilize NITC Storage Services
- Utilize server virtualization to reduce hosting costs

Additional Information

- Customers are required to adhere to NITC Enterprise Data Center power, racking and cabling standards.
- Professional Services are not optionally available with the Collocation Service.

Infrastructure as a Service

Storage Services – SAN / NAS

NITC can provide a virtualized and highly-available disk storage infrastructure.

Disk Storage Options

Option	Performance	SAN	NAS	Application Type
Tier 1	Best	x	x	Performance Sensitive
Tier 2	Good	x	x	Typical Applications
Tier 3	Fair	x	x	Backup and Archive

How We Charge

Charges are based on connectivity requirements and actual disk allocations by tier.

Price drivers:
- Number of SAN/NAS ports utilized
- Storage Allocation in Gigabytes
- Additional charges may apply for storage allocation associated with any local or remote replication

Service Description

The NITC Storage Area Network (SAN) / Network Attached Storage (NAS) service provides a robust disk storage infrastructure for Collocation, Managed Hosting, and Platform as a Service customers. NITC exploits storage virtualization technologies, strict standards, and economies of scale to enable rapid delivery of cost-effective, fully-managed disk storage cost/performance options.

Service Level Metrics

Measure	Target SLA
Infrastructure Monitoring	24 x 7
Incident Response	24 x 7
Infrastructure Availability	99.999%*

*Dual SAN/NAS connectivity is required to enable high availability and concurrent maintenance of the storage infrastructure.

What is Included

- Enterprise-class virtualized disk storage controllers
    - High scalability
    - High performance
    - High availability
    - Robust data replication and migration features
    - Three virtualized disk storage options
- Redundant SAN architecture
    - Dual-fabric architecture
    - Enterprise-class directors and switches
- Highly-available NAS infrastructure
    - Utilizes same virtualized disk architecture
    - Supports both NFS and CIFS file sharing
    - Robust data snapshot/replication technology
- Security of mission-critical data provided through management of access rights
- Periodic technology refresh
- Fully secured data access and inheritable controls
- Proper disposal of failed data components
- Disaster recovery support for replicated data
- Dynamic load balancing path management software
- Recommended Backup/Archive services are also available

Cost Saving Tips

- Utilize disk storage tiers appropriately
- Utilize provided path management software or native Operating System capabilities
- Utilize NAS solutions for highly available file sharing
- Proactively inform NITC of disk storage requirements

Additional Information

- Collocation customers must maintain operating system, HBA driver, HBA Firmware, and Path Management Software interoperability
- Collocation customers must support periodic maintenance activities by verifying path availability before, during, and after maintenance procedures

Infrastructure as a Service

Storage Services – Backup / Archive

We provide a robust combination of hardware and software technologies for data protection and archive requirements.

Service Description

The NITC Backup / Archive Storage service provides a robust combination of hardware and software technologies for Collocation, Managed Hosting, and Platform as a Service customers' data protection and archive requirements. NITC exploits tape virtualization and automation technologies to enable the delivery of cost-effective, fully-managed data protection and data lifecycle storage solutions.

What is Included

- Fully managed data protection and archive solutions
- Both onsite and offsite data storage available
- Enterprise-class virtual tape technology
    - High scalability
    - High performance
    - Remote data replication features
- Automated real tape technology
    - High-capacity tape drives
    - Fully automated tape libraries
- Automated data protection software
    - Network and SAN client software
    - Optional database client software
- Automated Archive Management Software
    - Automated archiving from disk to tape
    - SAN /NAS disk storage required
- Fully secured data access and inheritable controls
- Proper disposal of failed data components
- Disaster recovery support

Standard Backup Schedule and Retention*

Backup Type	Frequency	Onsite Retention	Offsite Retention
Full	Weekly	90 days	30 days
Incremental	Daily	30 days	None

*Backup schedule and retention periods are customizable

How We Charge

Charges are based on actual backup/archive data stored.

Price drivers:
- Total amount of data protected
- Change rate of data protected
- Required backup schedule
- Type of archive storage required
- Data retention periods

Service Level Metrics

Measure	Target SLA
Infrastructure Monitoring	24 x 7
Incident Response	24 x 7
Infrastructure Availability	99%*

*The NITC Backup/Archive solutions are designed to balance availability and control costs.

Cost Saving Tips

- Follow information lifecycle management best practices
    - Purge unused data
    - Retain only required data

Additional Information

- Collocation customers must maintain operating system, HBA driver, and HBA Firmware if directly attached to an NITC Backup/Archive storage device
- Collocation customers must support periodic maintenance activities to verify configurations and operational status
- Customers are responsible for communicating any special backup schedule or retention requirements

Infrastructure as a Service

Network Services

> *We provide robust Local Area Network connectivity and access to the USDA Wide Area Network and the Internet.*

Service Description

NITC network services provides Local Area Network (LAN) connectivity for hosted systems and applications as well as connectivity to the USDA Wide Area Network (WAN) and the Internet.

What is Included

- Fully managed LAN infrastructure in each NITC Enterprise Data Center (EDC)
- Connectivity to the USDA Universal Telecommunications Network (UTN) WAN and Internet
- Network engineering and design consultation
- Network utilization monitoring and capacity planning
- Network load balancing and high availability solutions
- Fully integrated Network Security services
- Network cabling as required by NITC EDC standards

How We Charge

The cost of this service is included with other hosting services that rely on this service.

Hosting services that include Network Services:
- Software as a Service
- Platform as a Service
- Managed Hosting services
- Collocation Hosting Services

Service Level Metrics

Measure	Target SLA
System Monitoring	24 x 7
Incident Response	24 x 7
System Availability	≥99.99% excluding planned downtime*

* - NITC reserves the option to schedule its routine infrastructure maintenance activities on Sundays between 1800 to 2400 hours Central Time.

NOTE: NITC utilizes the USDA Universal Telecommunication Network (UTN) for Wide Area Network services. The USDA is contractually guaranteed to be 99.9% available but has historically delivered ≥99.99% availability.

Cost Saving Tips

- Utilize NITC Network Services instead of hosting a private networking solution
- Provide at least 180 days notice for growth or retraction of processing requirements
- Communicate projected networking requirements on a quarterly basis
- Limit internet usage to business related activities

Infrastructure as a Service

Service Desk: 888-USE-NITC

Facility Services

We provide a secure, undisturbed system environment and data center infrastructure for hosting customer servers.

Service Description

NITC Facility Services provides an optimal Enterprise Data Center (EDC) operating environment for production customer application hosting. All NITC-managed EDCs adhere to USDA EDC standards and include key fault-tolerant characteristics equivalent to *Uptime Institute* Tier standards.

What is Included

Production Enterprise Data Centers

- **Kansas City, Missouri (Production)**
  Tier IV - Fault Tolerant Site Infrastructure
  A Fault Tolerant data center has multiple, independent, physically isolated systems that have redundant capacity components and multiple, independent, diverse, active distribution paths simultaneously serving the computer equipment.

- **Saint Louis, Missouri (Disaster Recovery)**
  Tier III - Concurrently Maintainable Site Infrastructure
  A concurrently maintainable data center with redundant capacity components and multiple, independent distribution paths serving the computer equipment.

Development, Test, and Disaster Recovery Center

- **Beltsville, Maryland**
  Tier 1 – Basic Site Infrastructure
  A basic data center with non-redundant capacity components and a single, non-redundant distribution path serving the computer equipment.

How We Charge

The cost of this service is included with other hosting services that rely on this service.

Hosting services that include Facility Services:
- Software as a Service
- Platform as a Service
- Managed Hosting services
- Collocation Hosting Services

Service Level Metrics

Measure	Target SLA
System Monitoring	24 x 7
Incident Response	24 x 7
Facility Availability	Beltsville (Tier 1) - 99.671%* Saint Louis (Tier III) - 99.982%* Kansas City (Tier IV) - 99.995%*

* - NITC reserves the right to schedule occasional infrastructure downtime and maintenance activities to accommodate growth and ensure optimal availability.

Cost Saving Tips

- Utilize NITC Enterprise Data Centers to obtain optimal business application availability
  - Kansas City for Production applications
  - St. Louis for Disaster Recovery

Additional Information

- Escorted access to the data center for authorized customer personnel can be scheduled to perform necessary operational tasks
- Certified DOJ Level IV Secure Facility
- USDA DM 3510-01 Physical Security Standards for Information Technology Compliant
- Security measures include:
  - Guard stations
  - Parking lot and exterior building surveillance
  - Computer room entry and egress surveillance
  - Computer room entry and egress secured with buffer zone and biometric access control

Professional Services

Application Development and Maintenance Services

NITC can provide full business application development and support.

Service Description

NITC can provide the professional services required for developing, maintaining, and supporting enterprise-class business applications.

What is Included

- Application architecture and design
- Application development per industry best practices
- Application maintenance and support
- Technology consulting and feasibility studies
- Business requirements analysis
- Business process review
- New module development for existing applications enhancements/modifications to existing applications
- Release management
- System and Database requirements development

How We Charge

Charges are based on actual numbers of professional services hours.

Price drivers:
- Scope and timeframe of development project
- Actual professional service skill-set required
  - IT Specialist
  - Advanced IT Specialist
  - Senior IT Specialist
  - Senior Systems Architect
- Required software licenses
- Additional charges may apply for
  - Optional Hosting Services
  - Optional Application Administration
  - Optional Database Administration
  - Optional Project Management
  - Optional Storage Services

Service Level Metrics

Measure	Target SLA
Incident Response	24 x 7

Cost Saving Tips

- Avoid greater costs associated with high priority service
- Engage project team early to document requirements
- Minimize changes during project delivery
- Avoid historical project cost estimation
- Ensure that all requirements are documented

Additional Information

- Customer acceptance of deliverables is required

Professional Services

National Information
Technology Center

Service Desk: 888-USE-NITC

Application Integration Services

NITC can provide key integration and application administration services.

How We Charge

Charges are based on actual numbers of professional services hours.

Price drivers:
- Scope and timeframe of integration project
- Required software licenses
- Additional charges may apply for
    - Optional Hosting Services
    - Optional Application Development
    - Optional Database Administration
    - Optional Project Management
    - Optional Storage Services

Service Level Metrics

Measure	Target SLA
Incident Response	24 x 7

Service Description

NITC can provide the professional services required for integrating and administering enterprise-class business applications.

Cost Saving Tips

- Avoid greater costs associated with high priority service
- Engage project team early to document requirements
- Minimize changes during project delivery
- Avoid historical project cost estimation
- Ensure that all requirements are documented

What is Included

- Application architecture planning
- Application integration expertise and consultation
- Application software installation, maintenance, and support
- Supported Applications Services include:
    - IBM HTTP Web server™
    - IBM WebSphere Application Server™
    - IBM WebSphere Portal™
    - Oracle/Stellent Content Management™
    - Google Enterprise Search™
    - IBM MQ Series™

Additional Information

- Customer acceptance of deliverables is required
- Administration and support for other application software is considered on a case-by-case basis

Professional Services

Database Management Services

NITC can provide Database administration and consulting services.

Service Description

NITC Database Management services can provide the necessary professional expertise to install, configure, operate, and maintain industry standard database software.

What is Included

- Database engineering and architecture design
- Database software installation and configuration
- Database operations, patching, and maintenance
- Initial database installation and integration
- Database backup and recovery
- Pre-production and testing support
- Management of privileged user accounts to manage tables, indexes, and other data structures
- Problem and incident management
- Performance tuning and troubleshooting

The full suite of standard offerings includes:

Database	Platform		
	Midrange	z/OS	z/Linux
DB2	x	x	x
Oracle™	x		x
SQLServer	x		
MySQL	x		

How We Charge

Charges are based on actual number of professional services hours.

Price drivers:
- Size and number of database instances
- Number and frequency of database refreshes
- Actual software licensing and maintenance
- Related Platform as a Service or Managed Hosting services for servers
- Additional charges may apply for
  - Optional SAN/NAS services
  - Optional Backup/Archive services

Service Level Metrics

Measure	Target SLA
Incident Response	24 x 7

Cost Saving Tips

- Utilize standard software platforms
- Establish archive and purge criteria to minimize storage requirements

Additional Information

- Database management services are not available with Collocation Hosting services
- Support for non-standard Database requests will be evaluated on a case-by-case basis

Professional Services

Project Management Services

NITC can provide experienced project managers to ensure timely success of service delivery projects.

Service Description

Project managers work closely with customers, vendors, and NITC functional areas to coordinate efforts and provide necessary project management functions to ensure timely project success.

What is Included

- Development of Project Charter
- Development of project plan and schedule
- Coordination and scheduling of project activities across customer and NITC functional areas
- Consultation on operational and infrastructure requirements, standards and configurations
- Assistance with standard requests for service
- Facilitate project status meetings
- Timely project status reporting
- Address project issues with NITC functional areas and management
- Escalation of significant issues to customers and NITC executive management
- Manage project scope and deliverable requirements
- Document changes to project scope and schedule
- Facilitate and document project closeout
- Access to the Project Management Resource Center

How We Charge

Current pricing is based on time and materials. Customer will only be billed for actual hours worked.

Price drivers:
- Complexity and scope of the project
- Number of functional areas involved

Cost Saving Tips

- Avoid higher costs associated with high priority service
- Engage project team early to document requirements
- Minimize changes during project delivery
- Avoid historical project cost estimation
- Ensure that all requirements are documented

Additional Information

- Customer signoff of deliverables and releases is required

Professional Services

Disaster Recovery Services

NITC can provide Disaster Recovery planning and coordination services.

How We Charge

Charges are based on actual numbers of professional services hours.

Price drivers:
- Frequency and complexity of DR planning
- Frequency and complexity of DR testing
- Additional charges will apply for
  - Required Hosting Services
  - Optional Database Administration
  - Optional Storage Services

Service Level Metrics

Possible Disaster Recovery Options

Service / Option	RTO	RPO*
PaaS - Mainframe	72 hours	72 hours
Database Replication	2 hours	2 hours
Disk Replication	4 hours	2 hours
Tape Replication	24 hours	24 hours
Offsite Tape Rotation	72 hours	72 hours

* - Actual RPO is dependent on critical component availability for the timely replication of data.

Service Description

NITC can provide assistance to customers with their Disaster Recovery (DR) planning, coordination, and incident response based on the Customer's Business Impact Analysis (BIA), Recover Point Objectives (RPO), Recovery Time Objectives (RTO), and overall recovery priority.

What is Included

- Facilitation, planning, and coordination with NITC and Customer technical staff and coordinators to:
  - Assist with customer application Business Impact Analysis
  - Co-develop customer application Disaster Recovery Plans and recovery procedures
  - Identify recovery priorities and dependencies with other applications
  - Perform Table-top Disaster Recovery Exercises
  - Perform functional Disaster Recovery Exercises
  - Assist with documenting customer Test, Training, and Execution (TT&E) programs and After Action Reports

Cost Saving Tips

- Purge or archive unused data
- Perform a Business Impact Analysis to determine application RTO and RPO requirements
- Ensure the appropriate data protection solution is utilized to meet actual RTO and RPO requirements.

Additional Information

Typical Recovery Options and Relative Costs

Technology	Recovery Scenario	Recovery Time	Potential Data Loss	Cost
Redundancy / Clustering	Hardware Failure	Very fast	None	$$$$$
Remote Replication	• Hardware Failure • Disaster	Very fast, but application dependent	Minimal	$$$$
Continuous Data Protection	• Hardware Failure • Application Corruption • User Error	Fast but depends on the error	Minimal / None	$$$
Point-in-Time Copy	• Hardware Failure • Application Corruption • User Error	Fast but depends on the error	Data after PIT copy is made may not be recovered. Recovery is not guaranteed	$$

Backup
  – Disk
  – Tape
	• Hardware Failure
	• Disaster
	• Application Corruption
	• User Error
		Bit faster
		Slow
			Data after backup may not be recovered	$$
				$

Professional Services

Technology Planning Services

> **NITC can provide the technical expertise to help design and plan enterprise-class solutions.**

Service Description

NITC can provide professional consulting and strategic technology planning services to assist customers with enterprise-class solution design. These key services help eliminate project risk and deliver robust technology solutions based on industry-best practices.

What is Included

- Insight into industry and department
  - Technology roadmaps
  - Strategic plans
  - Best Practices
  - Lessons learned
- Integration and project planning support
- Business requirements analysis
- Technical requirements identification
- Technical architecture solution design
- Project risk identification and prioritization
- Definition of Enterprise Data Center (EDC) standards
- Standard architecture governance
- Technical disaster recovery planning
- Capital investment analysis
- Technology and system integration cost estimation

How We Charge

Charges are based on actual number of professional services hours.

Price drivers:
- Scope and timeframe of technology project
- Additional charges may apply for
  - Optional Hosting Services
  - Optional Application Administration
  - Optional Database Administration
  - Optional Project Management
  - Optional Storage Services

Cost Saving Tips

- Avoid greater costs associated with high priority service
- Engage project team early to document requirements
- Minimize changes during project delivery
- Avoid historical project cost estimation
- Ensure that all requirements are documented

Additional Information

- Customer acceptance of deliverables is required

Professional Services

Computer Emergency Notification System (CENS)

NITC can provide CENS customization and support services.

Service Description

The Computer Emergency Notification System (CENS) enables organizations to send messages electronically and in a designated environment to notify personnel of emergencies, building related alerts, and other important information.

NITC can provide customization and support services for this useful software application.

What is Included

Computer Emergency Notification System (CENS)
- Effectively and efficiently communicates with all staff or specific groups and locations via Specified Area Messaging (SAM)
- Provides the ability to notify employees of building or location-specific emergencies
- CENS utilizes a Message Generator, Web Server services, and a Client that resides on individual workstations.
- CENS delivers a consistent message to all personnel.
- CENS messages identify the specific problem and what action to take.

CENS Customization Support Services
- Acquire and/or host a CENS server or optionally utilize customer-owned Windows server
- Partner with the customer to provide technical project planning and coordination
- Provide applications development expertise to modify the most current USDA code and customize it to meet customer requirements
- Provide CENS application level support during the development, installation, and maintenance phases
- Coordinate with the customer's emergency command authority to create a database of message types and message content.
- Provide application-level technical assistance with systems setup, installation, testing, and deployment

How We Charge

There are no charges for the CENS software itself. NITC only recovers costs associated with customization and ongoing support.

Current pricing is based on time and materials. Customer will only be billed for actual hours worked.

Service Level Metrics

Measure	Target SLA
Incident Response	24 x 7

Cost Saving Tips

- Avoid greater costs associated with high priority service
- Engage project team early to document requirements
- Minimize changes during project delivery
- Ensure that all requirements are documented

Additional Information

- Customer acceptance of deliverables is required

Security Services

Information Systems and Network Security Services

> *NITC provides key information and network security services to ensure a safe operating environment for business applications.*

Service Description

NITC provides Information Systems and Network Security services that provide safe network access, security administration, monitoring and assessment to meet data security management requirements.

What is Included

NITC performs the following system security tasks for systems physically and/or logically located within the NITC Enterprise Network boundaries:

- Enterprise Network Firewall and Access Control List administration
- Enterprise Network Remote Access and Admission Controls administration
- Enterprise Network Intrusion Detection System (IDS) monitoring
- Enterprise Operating System (OS) vulnerability scanning and reporting to the Customer System Security Officer
- Enterprise compliance scanning to ensure the systems are maintained with proper baseline configuration standards and patch management
- Identity and Access Management administration which includes:
  - OS level security in the form of User ID/Password verification
  - Enforce strict security policies regarding system access

How We Charge

The cost of this service is included when NITC Network Services are utilized.

Hosting services that include Network Security Services:
- Software as a Service
- Platform as a Service
- Managed Hosting with NITC Network Services
- Collocation Hosting with NITC Network Services

Service Level Metrics

Measure	Target SLA
System Monitoring	24 x 7
Incident Response	24 x 7

Cost Saving Tips

- Utilize NITC Network Services instead of hosting a private networking solution
- Provide at least 180 days notice for growth or retraction of processing requirements
- Communicate projected networking requirements on a quarterly basis
- Limit internet usage to business related activities

Additional Information

NITC also provides Security Governance Services that include limited control documentation, control inheritance, and audit support.

Security Services

Security Governance Services

NITC can provide information and assurance that NITC services comply with mandatory security controls.

NIST Special Publication 800-53A

NIST

National Institute of Standards and Technology

U.S. Department of Commerce

Service Description

NITC provides information and assurance that NITC services comply with mandatory security controls.

What is Included

- FISMA compliance for NITC-provided services
- Standards and guidelines, including minimum requirements, for providing adequate information security for all agency operations and assets
- Supervision and oversight of NITC activity to ensure enforcement and monitor usage of information system access controls
- Security controls review to enable more consistent, comparable, and repeatable assessments
- Annual internal and 3rd party audits and assessments of security controls to determine overall control effectiveness
- Risk Management Framework for security categorization, security control selection and implementation, control assessment, information system authorization, and control monitoring
- More complete, reliable, and trustworthy information for organizational officials, to support security accreditation decisions, information sharing, and FISMA compliance

How We Charge

This critical value-added service is included with NITC Hosting Services.

Hosting services that include Security Governance:

- Software as a Service
- Platform as a Service
- Managed Hosting with NITC Network Services
- Collocation Hosting with NITC Network Services

Service Level Metrics

Measure	Target SLA
Inquiry Response	8 x 5
Audit Results	Annual
Control Inheritance Matrix	Upon Request*
Control Descriptions	Upon Request*

* - Documentation provided is controlled and For Official use Only (FOUO)

Cost Saving Tips

- Utilize a full complement of NITC services to obtain the most inheritable management controls

Relative Control Inheritance

NITC Service	NITC Network	NITC Storage	Inheritable Controls
Collocation Hosting	No	No	✔
	Yes	No	✔ ✔
	Yes	Yes	✔ ✔ ✔
Managed Hosting	No	No	✔ ✔ ✔ ✔
	Yes	No	✔ ✔ ✔ ✔ ✔
	Yes	Yes	✔ ✔ ✔ ✔ ✔ ✔
Platform as a Service	Yes	Yes	✔ ✔ ✔ ✔ ✔ ✔ ✔
Software as a Service	Yes	Yes	✔ ✔ ✔ ✔ ✔ ✔ ✔ ✔

Additional Information

A full matrix of inheritable management controls that identifies which controls are potentially inheritable as part of NITC's other hosting services is available upon request.